

50  
↘

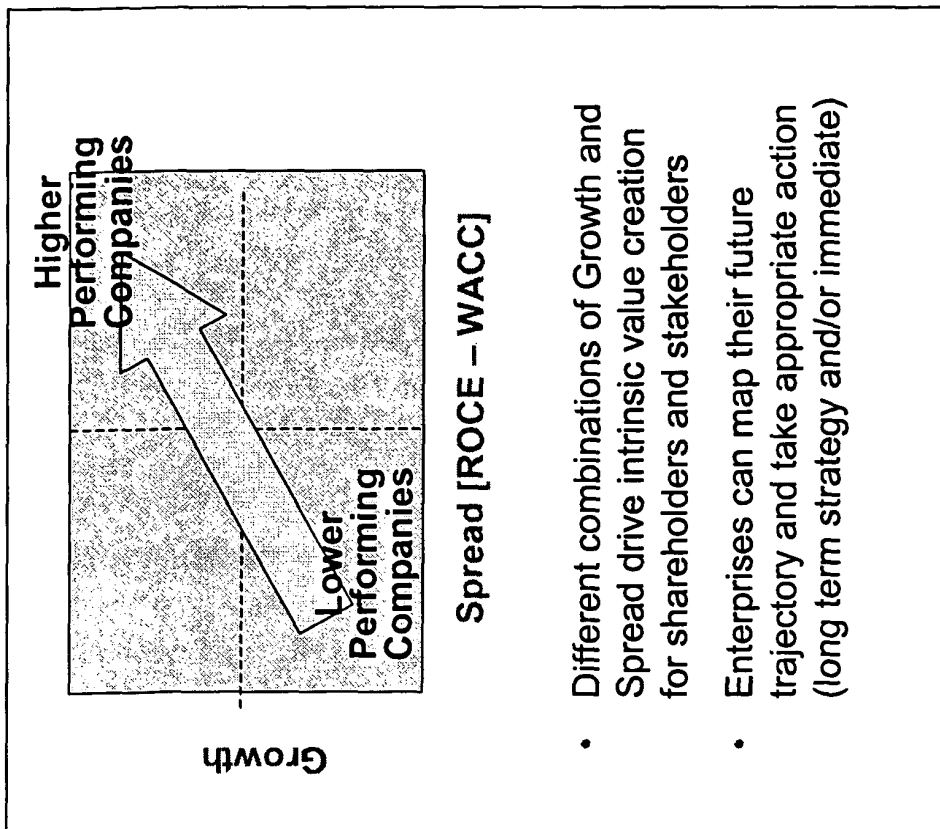


FIG. 1

60

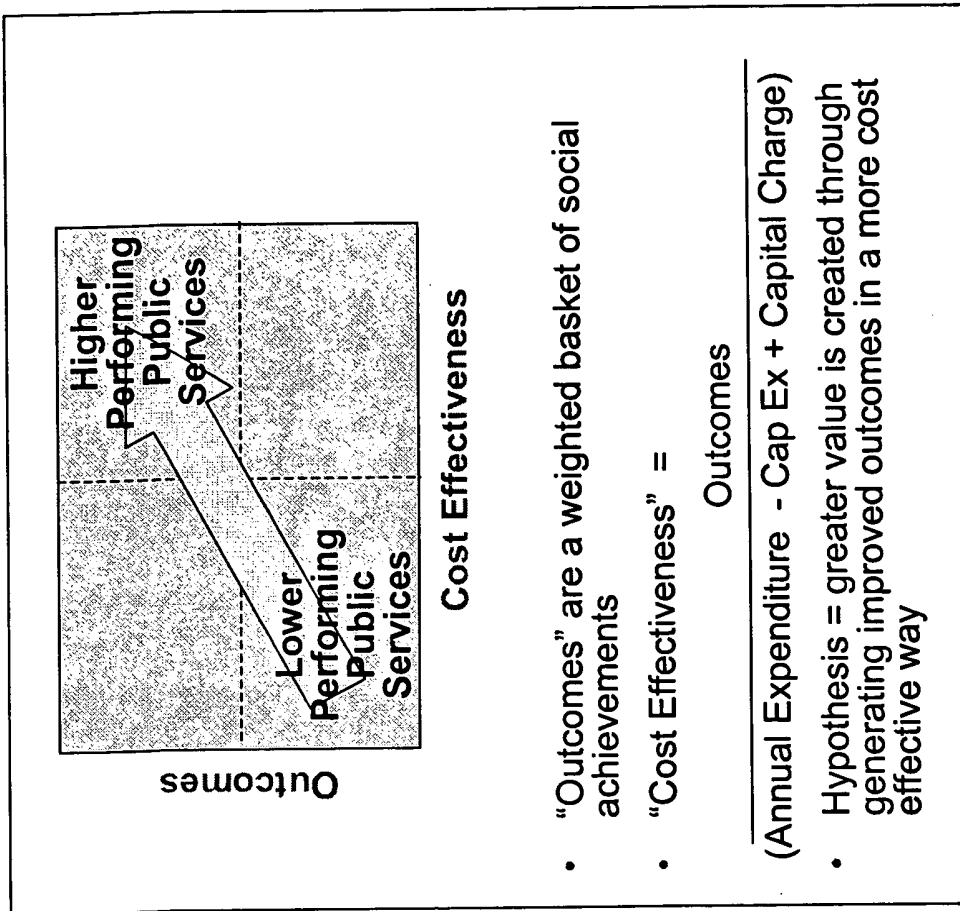


FIG. 2

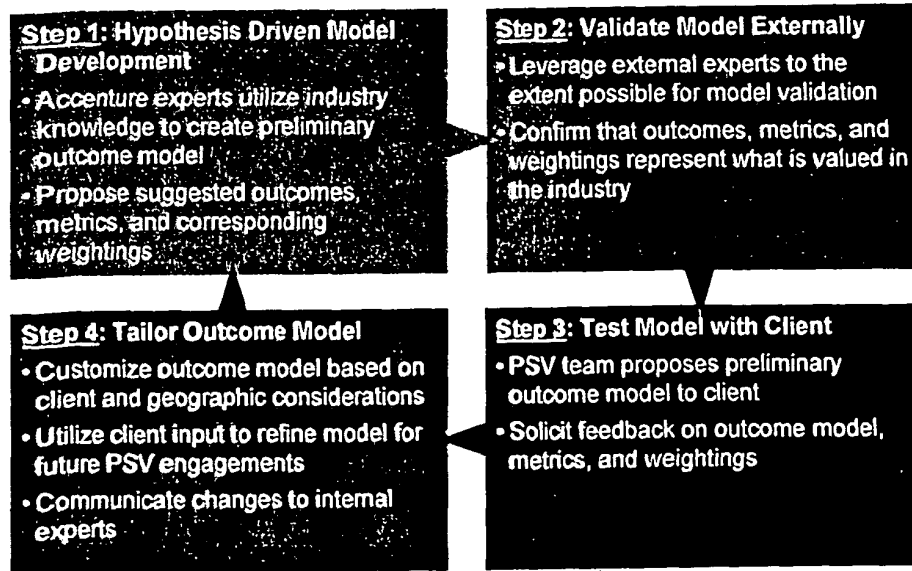


FIG. 3

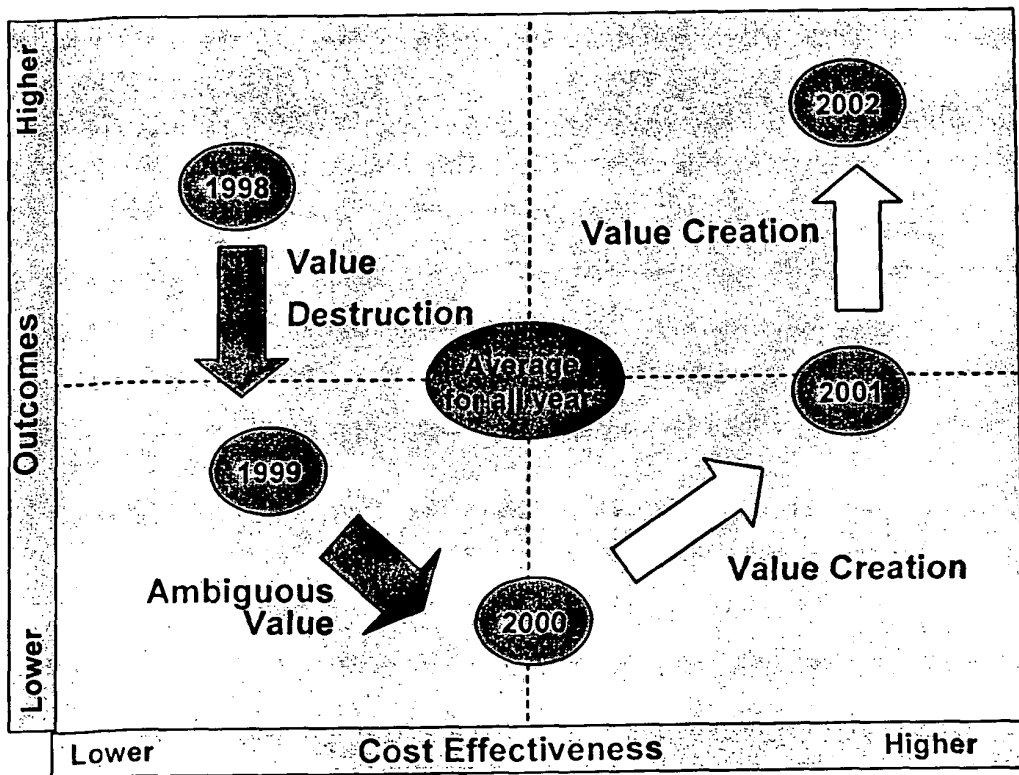


FIG. 4

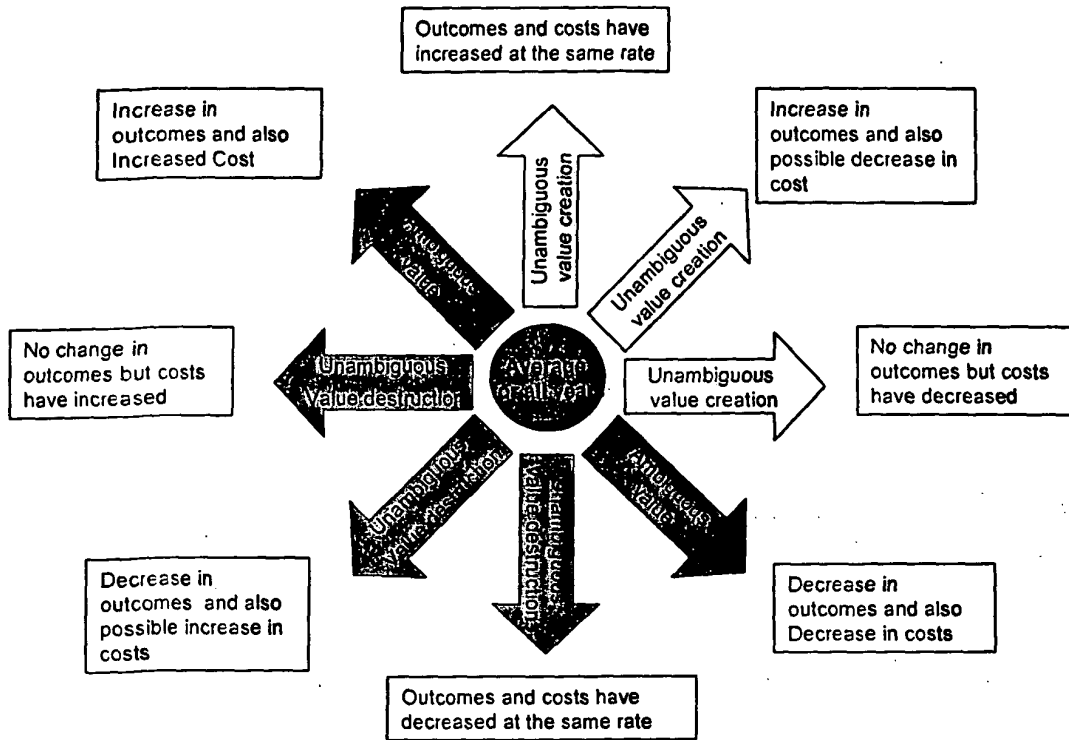


FIG. 5

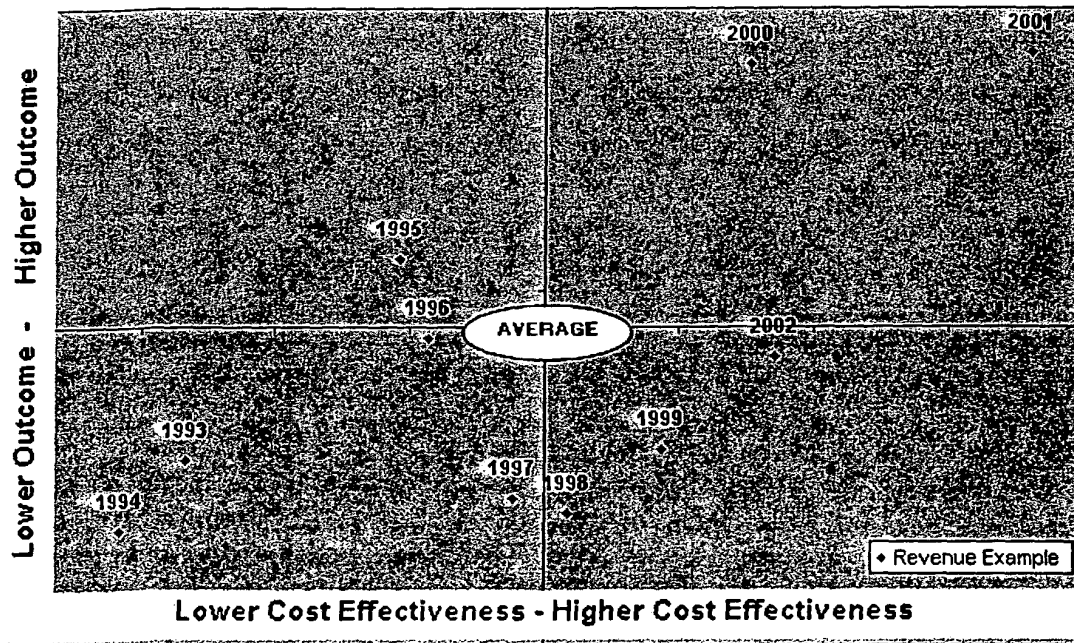


FIG. 6

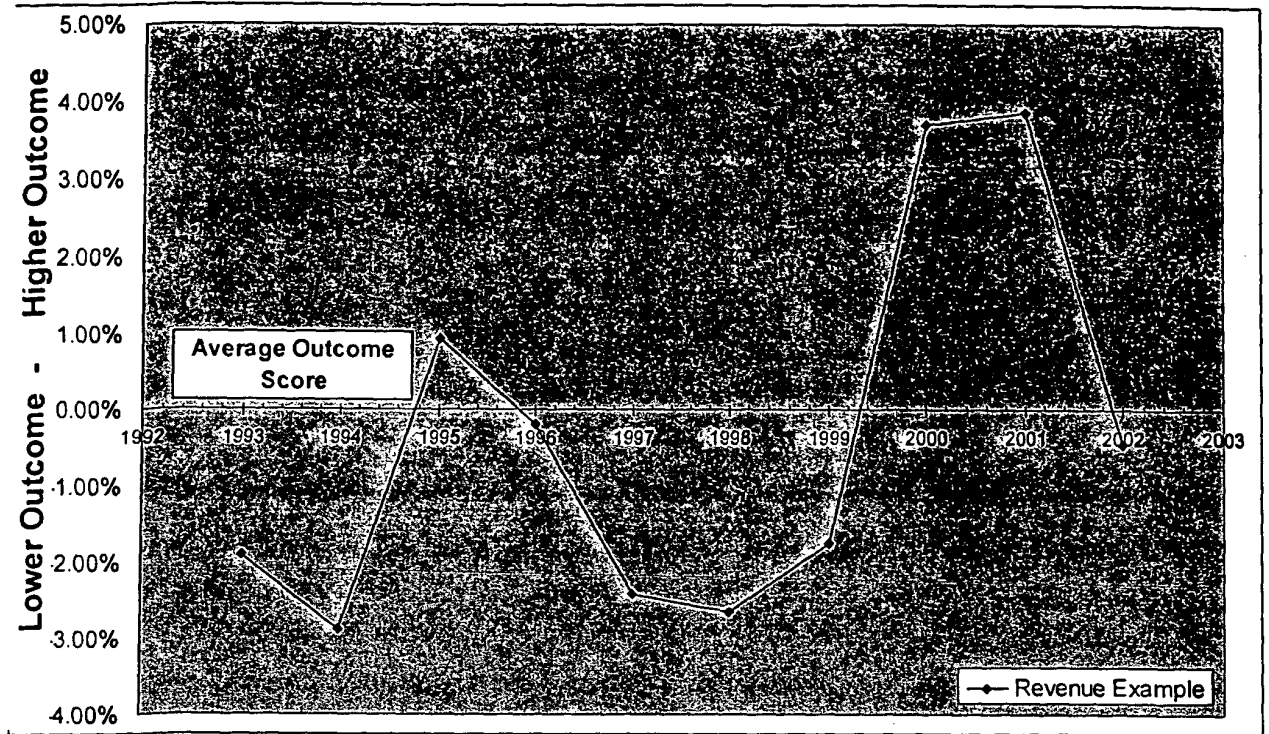


FIG. 7

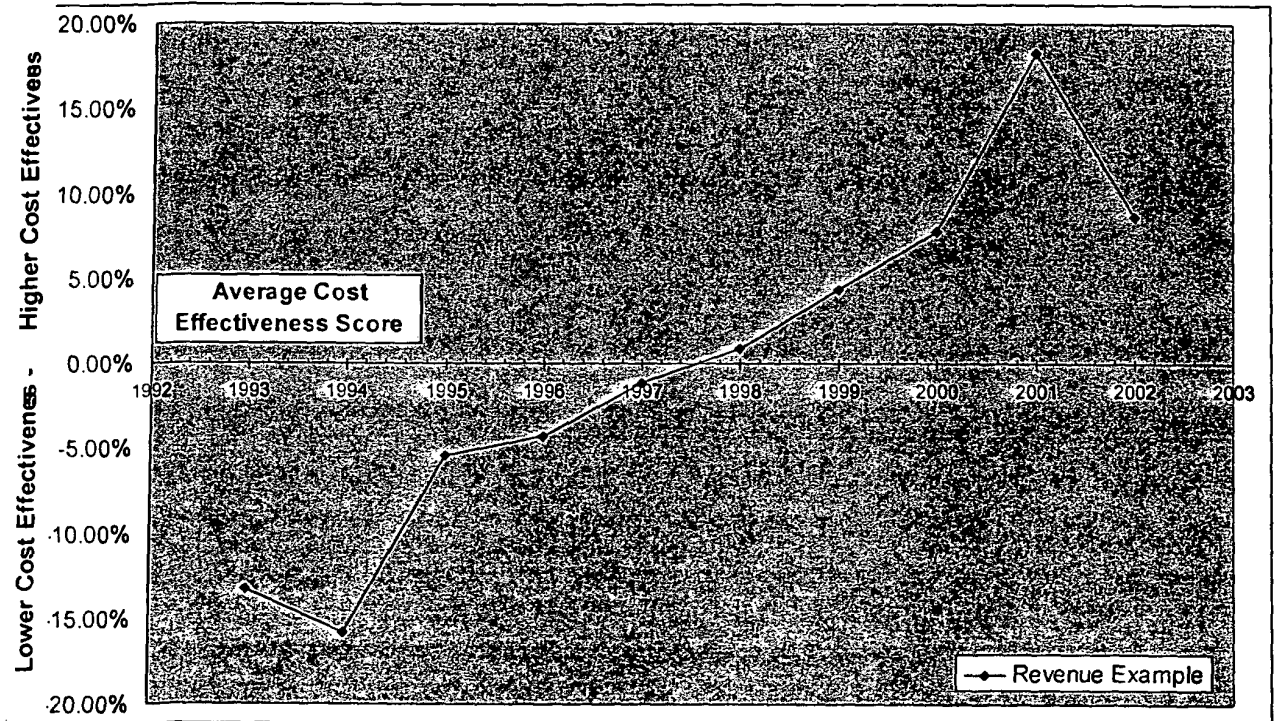


FIG. 8

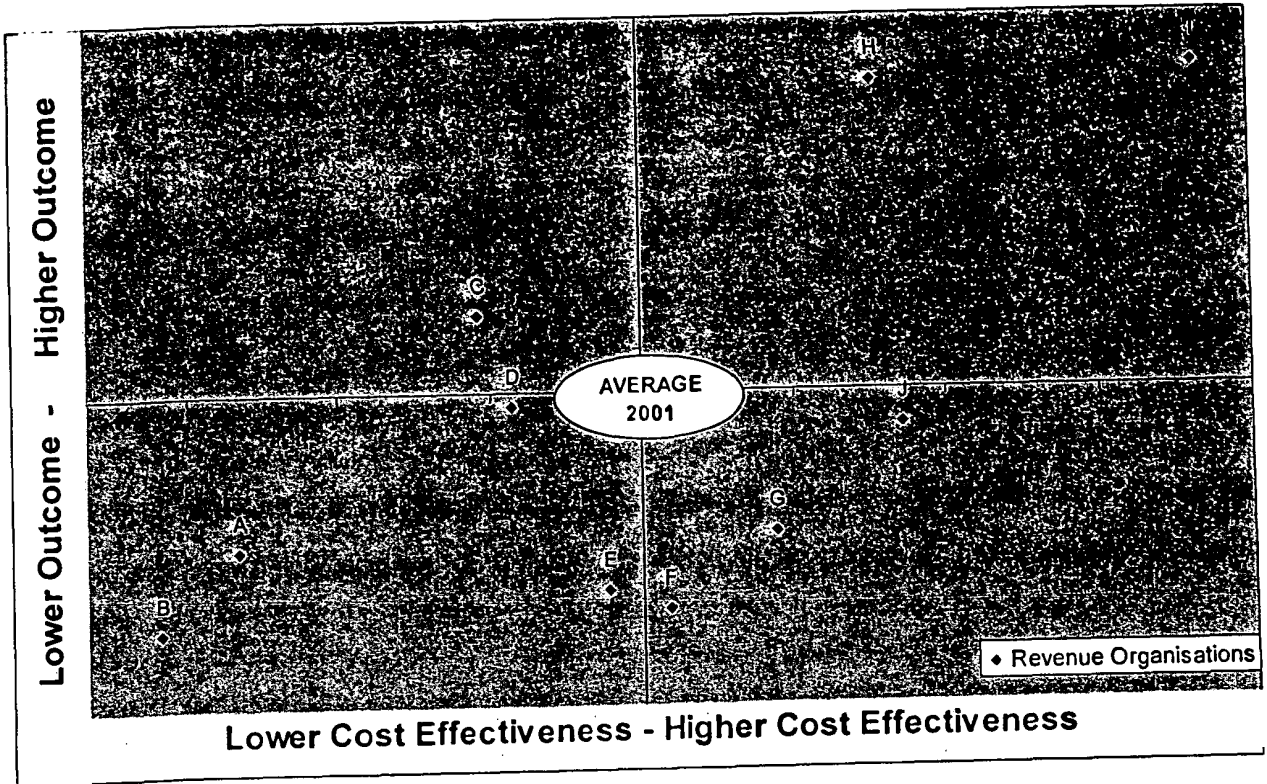


FIG. 9

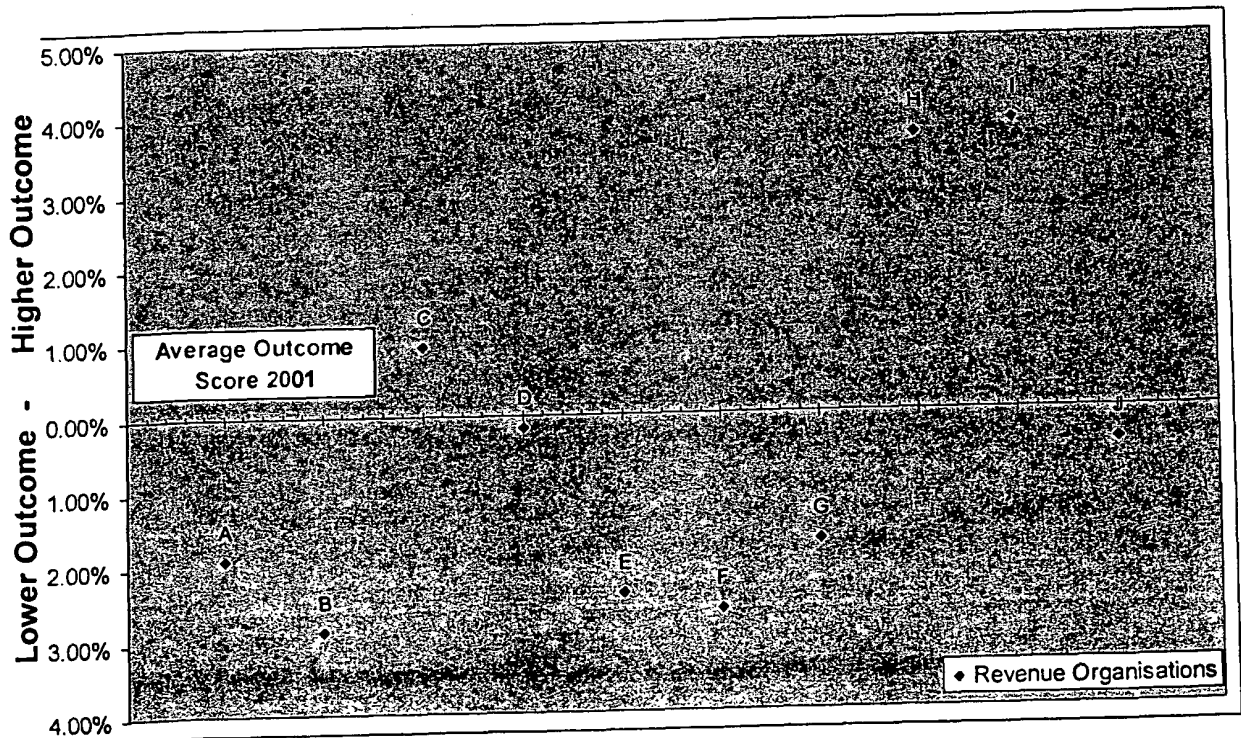


FIG. 10



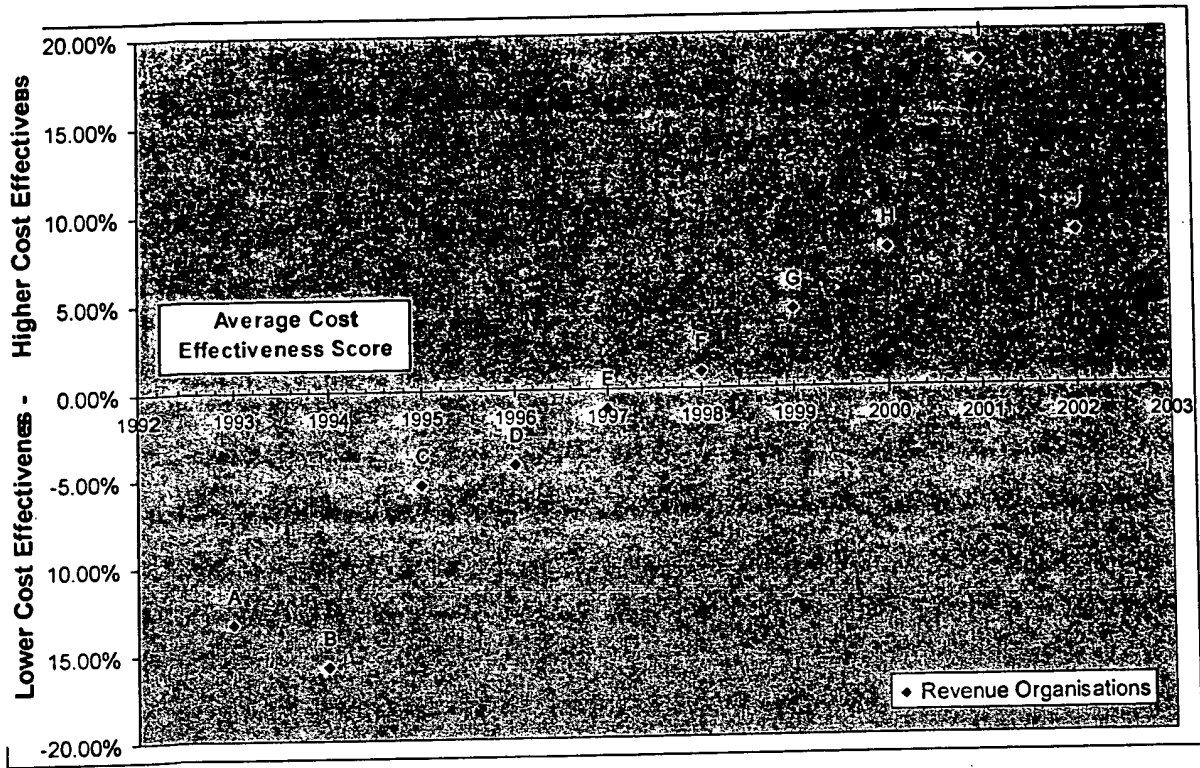


FIG. 11

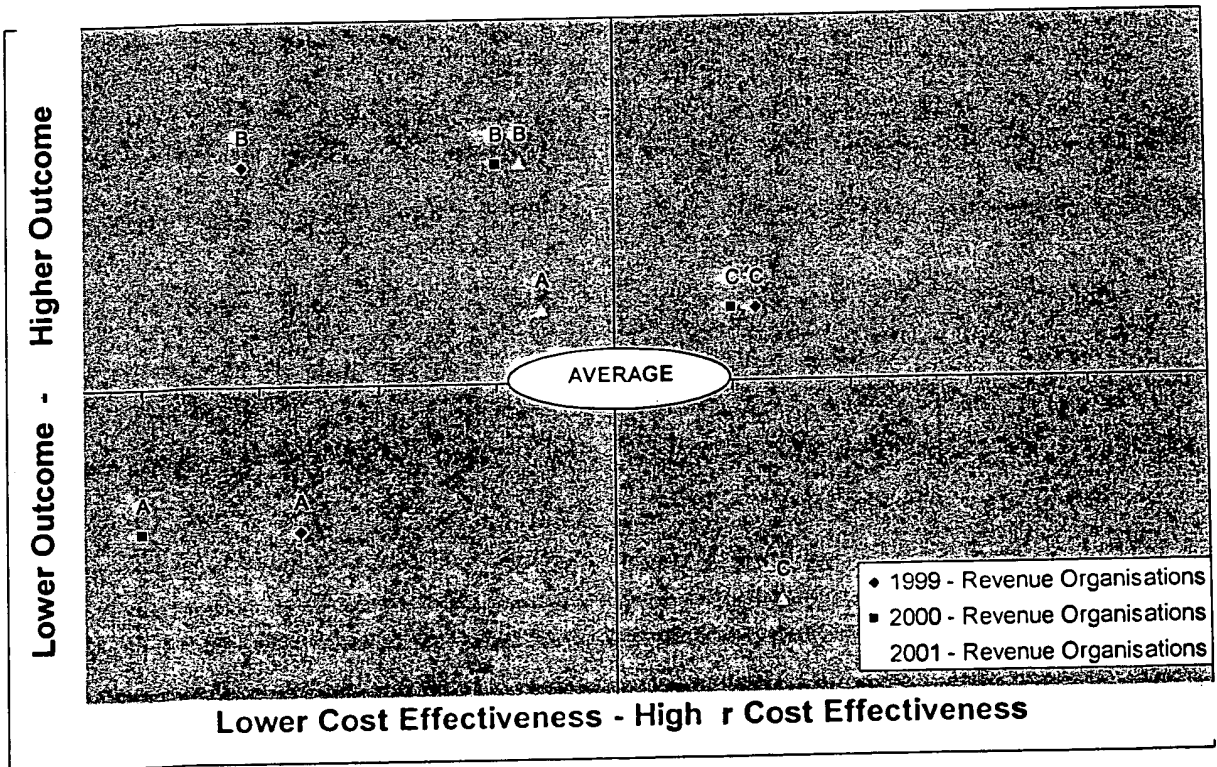


FIG. 12

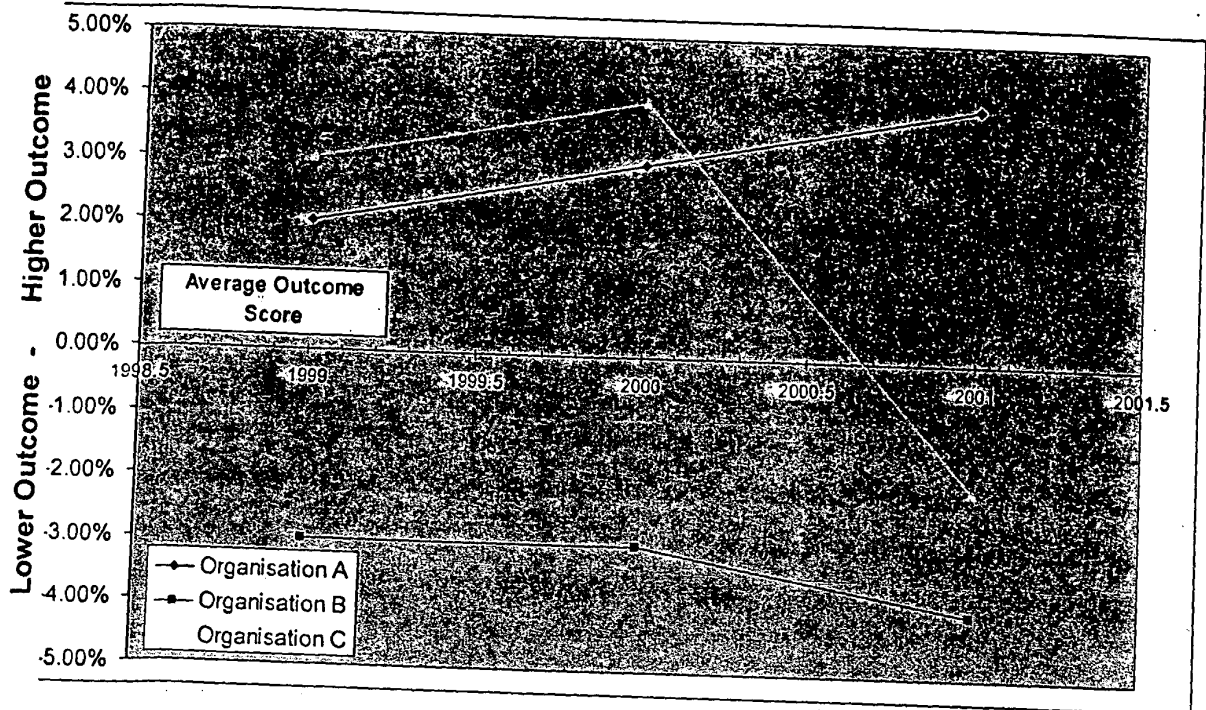


FIG. 13

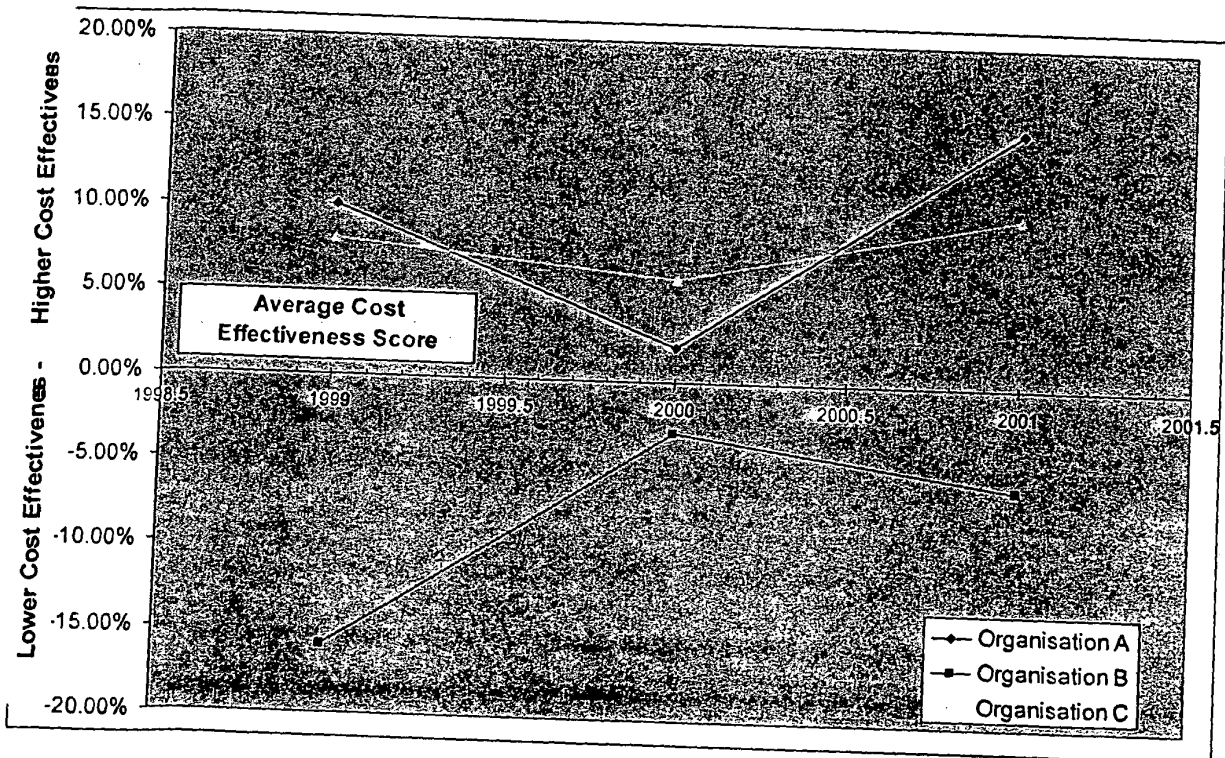


FIG. 14



# Defining the outcomes of policing

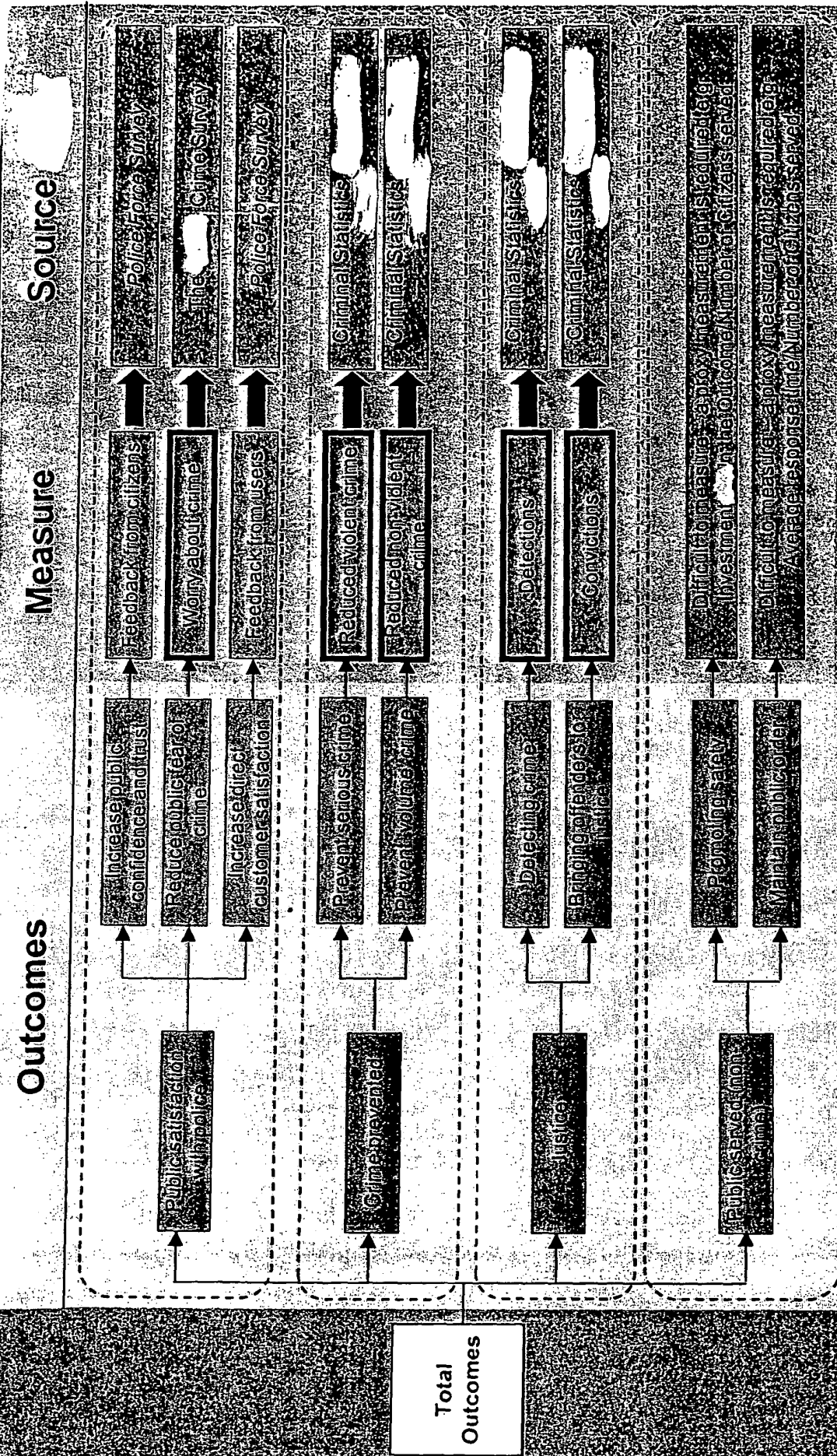
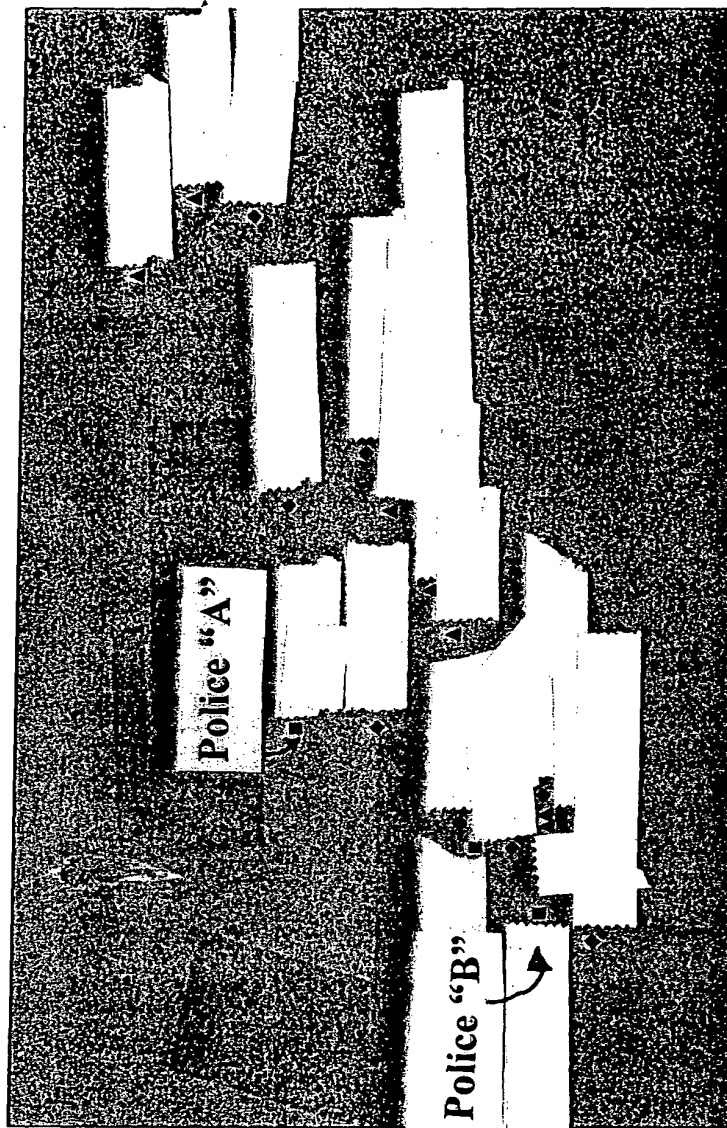


FIG. 15A

210  
↙

# Summary of public sector value police forces

Public Sector Value created by sample of police forces



Cost Effectiveness i.e. Outcomes/(Total Expenditure/Total Population)

- ▲ Rural areas
- Urban areas
- ◆ Mix of rural/urban

FIG. 15B

# Value driver analysis – Police force with low cost-effectiveness (Police “A”)

220

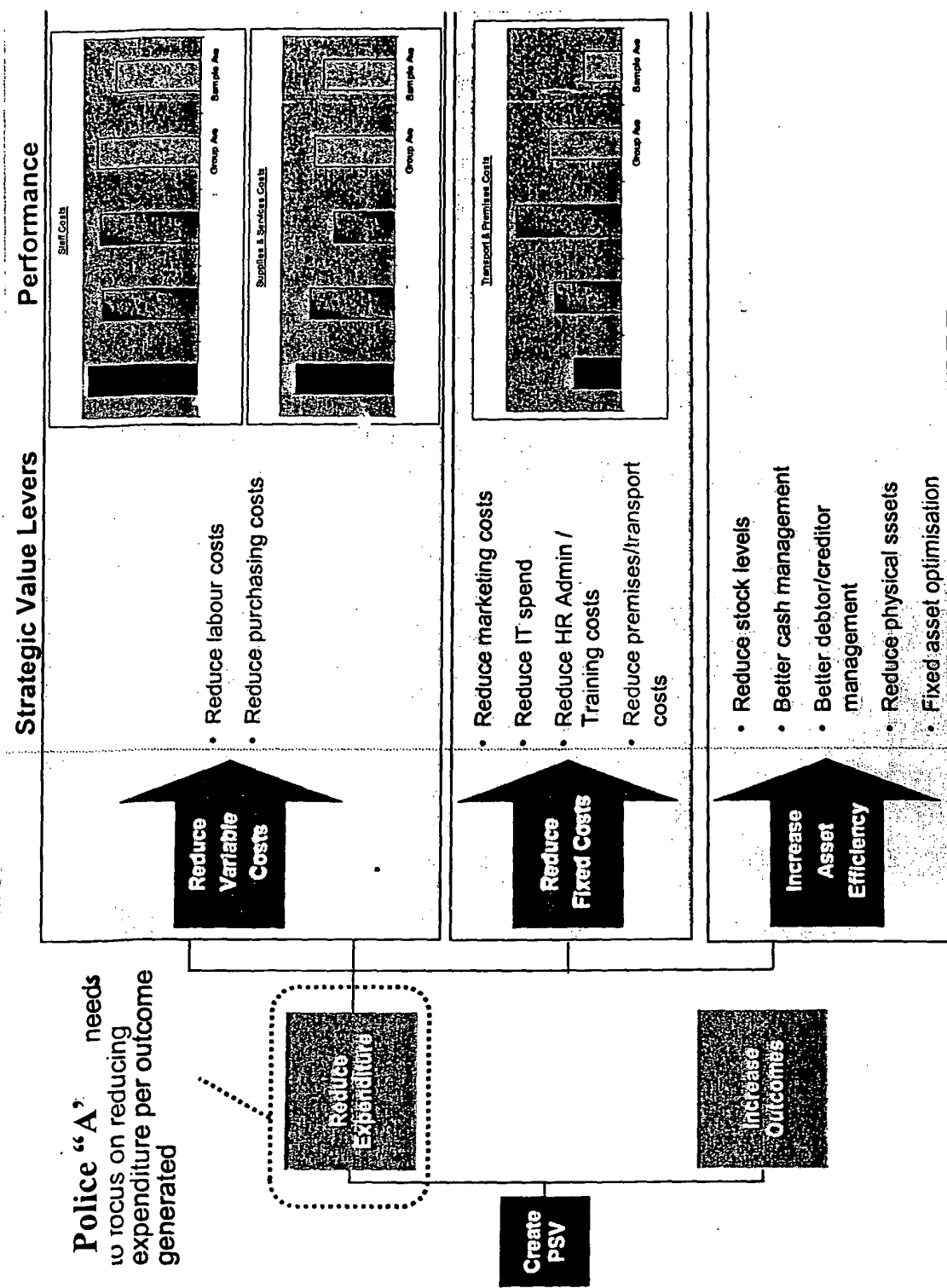


FIG. 15C

# Value driver analysis – Police force with low cost-effectiveness

Police "A"


Strategic Value Levers		Accenture Market Offerings
 Reduce Variable Costs	<ul style="list-style-type: none"> <li>• Reduce labour costs</li> <li>• Reduce purchasing costs</li> </ul>	<ul style="list-style-type: none"> <li>• Human Performance</li> <li>• Integrated Web Services</li> <li>• Procurement Process Enhancement</li> <li>• eProcurement</li> <li>• Supplier Managed Procurement</li> </ul>
	<ul style="list-style-type: none"> <li>• Reduce marketing costs</li> <li>• Reduce IT spend</li> <li>• Reduce HR Admin / Training costs</li> <li>• Reduce premises/transport costs</li> </ul>	<ul style="list-style-type: none"> <li>• Customer Relationship Management</li> <li>• IT Outsourcing</li> <li>• Project and Program Management</li> <li>• HR Outsourcing</li> <li>• eLearning</li> <li>• Fulfilment (SCM)</li> </ul>
	<ul style="list-style-type: none"> <li>• Reduce stock levels</li> <li>• Better cash management</li> <li>• Better debtor/creditor management</li> <li>• Reduce physical assets</li> <li>• Fixed asset optimisation</li> </ul>	<ul style="list-style-type: none"> <li>• Supply Chain Value Assessment (SCVA)</li> <li>• Supplier Managed Procurement</li> <li>• eProcurement</li> <li>• B2B Marketplaces and eMarkets</li> <li>• eFinance</li> <li>• Back Office Performance</li> </ul>

FIG. 15D

230

# Value driver analysis – Police force with low level of outcomes (Police “B”)

← 240

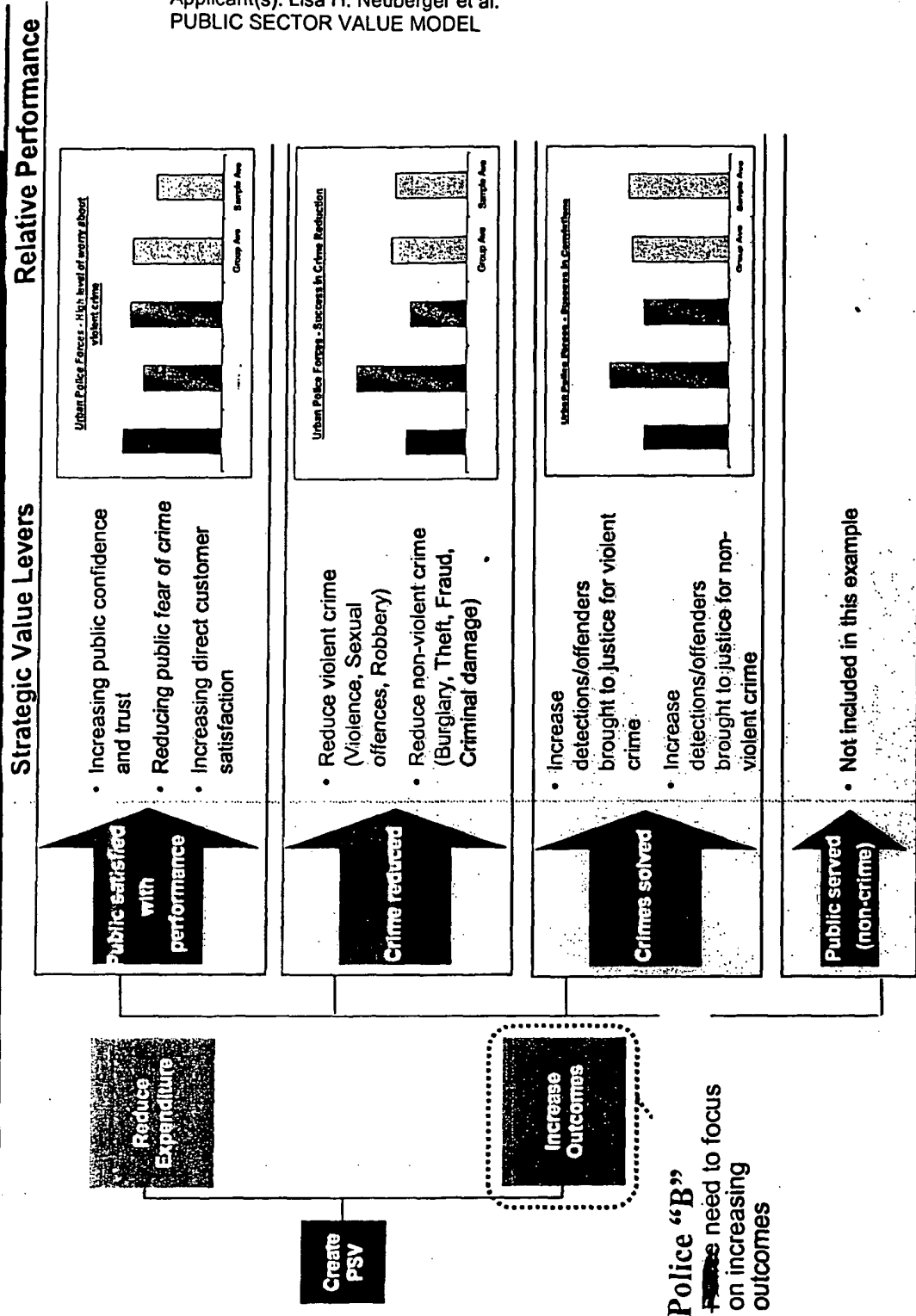


FIG. 15E

# Value driver analysis – Police force with low level of outcomes ( Police “B” )

← 250

## Market Offerings

## Strategic Value Levers

Public satisfied  
With  
performance

- Increasing public confidence and trust
- Reducing public fear of crime
- Increasing direct customer satisfaction

- Marketing Strategy
- Customer Relationship Management

Crime reduced

- Reduce violent crime (Violence, Sexual offences, Robbery)
- Reduce non-violent crime (Burglary, Theft, Fraud, Criminal damage)

- Knowledge Management
- Customer Relationship Management
- IT Outsourcing
- Project and Program Management

Crimes solved

- Increase detections/offenders brought to justice for violent crime
- Increase detections/offenders brought to justice for non-violent crime

- Case Management
- Knowledge Management
- Customer Relationship Management
- Process Reengineering

FIG. 15F



## Industry analysis

290

Value Levers could be:

- Labour Costs
- IT Costs
- HR Costs

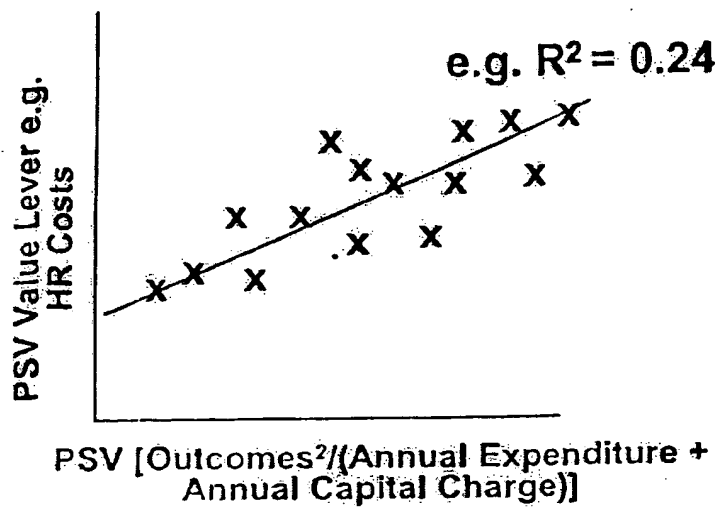


FIG. 16

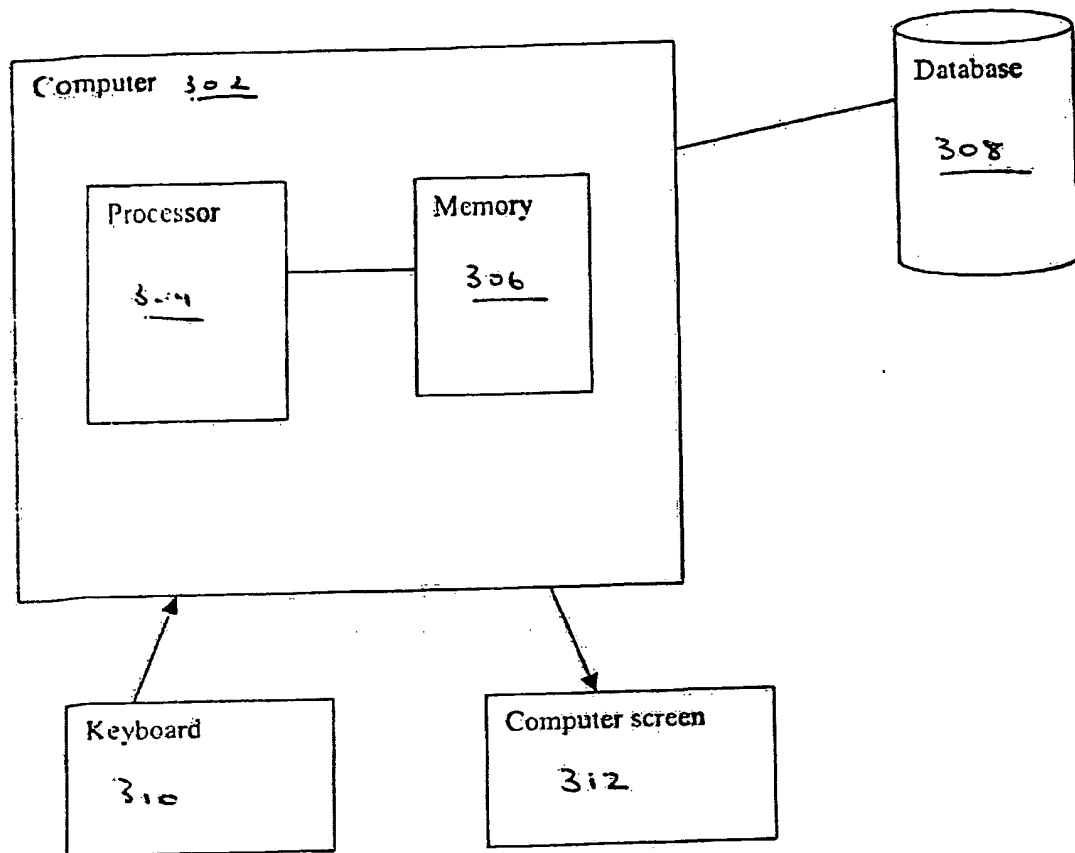
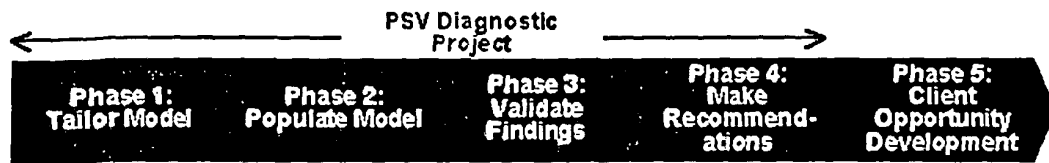


FIG. 17



**FIG. 18**